

EXCEPTION REPORT #9

Bell Atlantic has used a formula and data and excluded certain data from the calculation metric creating misleading performance results inconsistent with the February 28, 2000 New York Carrier-to-Carrier Guidelines.

Issue 9.1

Bell Atlantic's calculation of the PO-3-02 Contact Center Availability metric is not consistent with the formulation required by the February 28, 2000 New York Carrier-to-Carrier Guidelines.

The compliance filing requires that the PO-3-02 metric, "percent of calls answered within thirty seconds," is a percentage adjusted for the number of busy and abandoned calls. The numerator of the metric is the "count of calls answered within 30 seconds of call received by the ACD." The denominator of the metric is the "total calls answered in ordering center plus 15% of abandoned calls plus 10% of busy calls."

However, the denominator of all PO-3-02 metric calculations through February 2000 does not include abandoned or busy calls.

Issue 9.2

Bell Atlantic calculated PO-2 metrics (OSS Interface Availability) based on aggregate spreadsheet data, while the New York Carrier-to-Carrier Guidelines mandate that the calculation be based on the Enview log files.

In the New York February 28, 2000 Carrier to Carrier Guidelines, the PO-2 "methodology" section states that, "Bell Atlantic will use Enview as a means of monitoring all BA systems, including retail OSS. However, BA will measure reported outages, based on actual reported time frames as well as any outages captured by Enview and not reported by CLECs."

"Enview measurement of availability of the EDI interface will be as follows: the mechanized OSS interface availability process is based on the transaction created by the Enview Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled)."

KPMG received data and algorithms for calculation of PO-2 metrics in Excel spreadsheet format. The data are aggregated monthly by interface. The metrics are then calculated based on these aggregated data. As of February 2000, the outages captured by Enview are not included in the metrics.

Issue 9.3

Bell Atlantic's calculation of the PO-3 Contact Center Availability metric through February 2000 does not include all call centers "supporting CLECs for ordering, provisioning, maintenance and billing issues" required by the February 28, 2000 New York Carrier-to-Carrier Guidelines.

Bell Atlantic had confirmed that the Order Entry Help Desk, Billing and Collections Center and the System Administration Center are not included in the PO-3 metric calculations. The February 28, 2000 New York Carrier-to-Carrier Guidelines require that the average speed of answer and the percent answered within thirty seconds be measured for these ordering centers.

Issue 9.4

The New York State Carrier-to-Carrier Guidelines specify that PR-6 metrics measure Installation Quality using time constraints in both the numerator and denominator—troubles reported within a specific number of days from order completion.

Bell Atlantic is currently measuring the denominator by identifying installation activity within a specific month, or on a fixed-month basis. Meanwhile, the numerator is measuring troubles reported within either 7 or 30 days of order completion, or on a rolling-month basis. Hence, the numerator and denominator values are based on time periods that are not aligned.

Assessment

If the Bell Atlantic's metric creation practice does not comply with the February 28, 2000 New York Carrier-to-Carrier Guidelines the reported performance does not reflect the actual operation being measured.